

Department of Community Services & Development

Training & Technical Assistance Program

Priority:

CSD's priority is to effectively address performance problems or communicate answers as they arise to prevent contract misunderstanding from becoming contract violations. CSD's monitoring will take a holistic view of each agency. The T&TA Program will be closely tied to the Program Assessment Tool and the training will be tailored to meet the specific needs identified by each agency.

Partners:

T/TA partners currently identified are:

- LaCooperativa de California
- Cal-Neva
- Bay Area Poverty Council
- Northern California Indian Development Council.

These partners will be providing training either directly or through the services of a consultant with prior approval of CSD.

Core Competencies:

Each training partner will identify core competency T&TA they are prepared to provide. T&TA services will be offered to assist Member Agencies to improve operations in the following core competencies:

- Leadership
- Governance
- Planning
- Evaluation
- Partnerships
- Administrative Systems and Procedures
- Fiscal Procedures
- Customer Service & Education

Development of the Skill Bank:

CSD, Member Agencies and State Associations will develop a Skill Bank to include a roster of trainers, peer-to-peer resources and other outside training programs/facilities. The objective of this skill bank is to quickly provide T&TA services to assist in agency operational performance. This skill bank will be available to any agency at any time.

The T/TA Policy is still in the planning/formative stage and will be further developed in concert with the Program Assessment Tool.